

ATTACHMENT 3

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2014

GRANTEE Virginia Department of Social Services

EIN: 54-0959533

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Richmond, Virginia, 23219

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PLEASE CHECK ONE: TRIBE _____ STATE X INSULAR AREA _____

Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20447

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01

OMB Approval No. 0970-0075

Expiration Date: 04/30/2014

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)

Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Assurances

The Commonwealth of Virginia agrees to:
(Grantee Name)

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) plan, develop, and administer the State's program under this title including leveraging programs,

and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i) assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of—

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that—

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) * beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

*** This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.**

Signature: _____

Title: Director, Division of Benefit Programs

Date: _____

*** Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**** If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

***** HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

statutory
references

2605(a)

2605(b)(1) → Please check which components you will operate under the LIHEAP program.
(Note: You must provide information for each component designated here as requested elsewhere in this plan.)

Dates of Operation(use of
funds)X heating assistance

Walk-in period: 2nd Tuesday in
October through the 2nd Friday in
November. Applications are mailed
to prior year recipients in late
September.

X cooling assistanceJune 15 through August 15.X crisis assistanceNovember 1 through March 15.X weatherization assistanceOctober 1 through September 30.

2605(c)(1)(C) → Please estimate what amount of available LIHEAP funds will be used for each component that you will operate: **The total of all percentages must add up to 100%.**

(use of
funds)55 % heating assistance10 % cooling assistance9 % crisis assistance2605(k)(1) 15 % weatherization assistance0 % carryover to the following fiscal year2605(b)(9) 10 % administrative and planning costs2605(b)(16) .92 % services to reduce home energy needs
including needs assessment (assurance 16)

.08 % used to develop and implement leveraging activities (limited to
the greater of 0.08% or \$35,000 for States, the greater of 2%
or \$100 for territories, tribes and tribal organizations).

100 % **TOTAL**

statutory
references

2605(c)(1)(C)

(alternate use
of crisis assistance
funds)

→ The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

_____ heating assistance

X cooling assistance

_____ weatherization assistance

_____ Other (specify):

→ Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes X No _____

2605(b)(2)

2605(c)(1)(A)

→ What are your maximum eligibility limits?

(Please check the components to which they apply.)

Current year guidelines must be used.

(eligibility)

_____ 150% of the poverty guidelines:

heating _____ cooling _____ crisis _____ wx _____

_____ 125% of the poverty guidelines:

heating _____ cooling _____ crisis _____ wx _____

_____ 110% of the poverty guidelines:

heating _____ cooling _____ crisis _____ wx _____

X 60% of the State's median income:

heating _____ cooling _____ crisis _____ wx X

Other (specify for each component)

130 percent of the federal poverty limit/guideline for the heating, crisis, and cooling components.

_____ Households automatically eligible if one person is receiving

_____ TANF, _____ SSI, _____ Food Stamps, _____ Certain means-tested veterans programs (heating _____ cooling _____ crisis _____ wx _____)

statutory
references

2605(c)(1)(A)

2605(b)(2)

(eligibility)

→ Do you have additional eligibility requirements for:
HEATING ASSISTANCE (X Yes No)

→ Do you use: Yes No

Assets test? X

→ Do you give priority in eligibility to:

Elderly? X

Disabled? X

Young children? X

Other: X*
(If Yes, please describe)

***Although, priority is not given to households which include vulnerable individuals (elderly, disabled, or a child under the age of six), the Energy Assistance Program (EAP) automated system assigns points according to vulnerability status, awarding the highest value to whichever condition is present, resulting in a weighted benefit.**

GRANTEE Commonwealth of Virginia

FFY 2014

statutory
references

2605(c)(1)(A)

2605(b)(2)

→ Do you have additional eligibility requirements for:
COOLING ASSISTANCE (X Yes ____ No)

(eligibility)

→ Do you use:	<u>Yes</u>	<u>No</u>
Assets test?	_____	<u>X</u>
→ Do you give priority in eligibility to:		
Elderly?	<u>X</u>	_____
Disabled?	<u>X</u>	_____
Young children?	<u>X</u>	_____
Other: (If Yes, please describe)	_____	_____

To be eligible for Cooling Assistance, the household must contain at least one individual who is age 60 or over, disabled, or under the age of 6.

statutory
references

2604(c)
2605(c)(1)(A)

→ Do you have additional eligibility requirements for:
CRISIS ASSISTANCE (X Yes No)

(eligibility)

→ Do you use:	<u>Yes</u>	<u>No</u>
Assets test?	<u> </u>	<u> X </u>
Must the household have received a shut-off notice or have an empty tank?	<u> X* </u>	<u> </u>
Must the household have exhausted regular benefit?	<u> X** </u>	<u> </u>
Must the household have received a rent eviction notice?	<u> </u>	<u> X </u>
Must heating/cooling be medically necessary?	<u> </u>	<u> X </u>
Other (Please explain):	<u> </u>	<u> X </u>

***Note: For certain types of crisis assistance, a disconnection notice or a low supply of deliverable fuel is required.**

****Note: For certain types of crisis assistance, the household must have exhausted their heating benefit.**

→ What constitutes a crisis? (Please describe)

The Crisis Assistance component is designed to help households meet energy emergencies that cannot be met by other resources. The emergency may result from a weather related or supply shortage emergency such as: no source of heat; the only heating equipment in the home is inoperable or unsafe; or there is a potential no heat situation. Crisis Assistance will be provided when the conditions for providing assistance are met and the assistance will ensure heat for the household. Assistance with the purchase of primary fuel and the payment of the primary utility bills is provided to households who did not receive Heating Assistance or who have exhausted their heating benefit.

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statutory
references

2605(c)(1)(A)

→ Do you have additional eligibility requirements for:
WEATHERIZATION (X Yes No)

(eligibility)

→ Do you use: Yes No

Assets test? X

Priority groups? (Please list) X

- (1) **Households who do not have a permanent, safe, and operable heat source;**
- (2) **Households with time sensitive projects who are leveraging funds from other sources.**

→ Are you using Department of Energy (DOE) Low Income Weatherization Assistance Program (LIWAP) rules to establish eligibility or to establish priority eligibility for households with certain characteristics?

X

→ If Yes, are there exceptions?
Please list below.

X

- (1) **Elderly persons;**
- (2) **Persons with disabilities;**
- (3) **Families with children;**
- (4) **High residential energy users; and**
- (5) **Households with a high energy burden.**

statutory
references

2605(b)(3)
2605(c)(3)(A)

(outreach)

→ Please check the outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

X provide intake service through home visits or by telephone for the physically infirm (i.e. elderly or disabled).

X place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.

X publish articles in local newspapers or broadcast media announcements.

X include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.

X make mass mailing to past recipients of LIHEAP.

X inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.

 execute interagency agreements with other low-income program offices to perform outreach to target groups.

X other (Please specify):

For the Heating, Crisis and Cooling components, the Virginia Department of Social Services (VDSS) provides mail out applications and access to applications on the Internet. Applications can be submitted in person as well as by mail, fax, and internet. Applications are accepted at sites that are geographically accessible to all households within the service area. A toll-free telephone number for the hearing impaired is provided.

Each September, the VDSS conducts a mass mailing to current Supplemental Nutrition Assistance Program (SNAP) recipients; this mailing includes information on the Heating Assistance Program. Additionally, cases from the Heating Assistance database that match specific criteria with cases in the SNAP database and meet other eligibility criteria will be automatically approved for Heating Assistance. Households that are not pre-approved for Heating Assistance but received Heating, Crisis or Cooling Assistance in the

last year are mailed a pre-printed Heating Assistance application. Over 170,000 households will receive a pre-printed application. Approximately seven percent of the statewide caseload will receive a pre-approval notice. Pre-approved households do not need to re-apply but are responsible to report any changes to the pre-printed data on their approval notice.

DRAFT

statutory
references

2605(b)(4)

→ Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.

(coordination)

The grantee is able to cross reference information in the EAP automated system database to identify low-income households for mass mailings. Through contact with other federal, state and community agencies, Virginia coordinates services and activities to low-income households. Local departments of social services (LDSS) in 120 cities and counties are responsible for coordinating programs locally with other community agencies, faith-based organizations and non-profit organizations.

At a minimum, the LIHEAP Weatherization component will be coordinated with the Department of Energy (DOE) Weatherization Assistance Program and other housing rehabilitation programs operated by local weatherization agencies. During the application process or during the onsite estimation for weatherization, the local administrator will inquire and assess for other health and safety needs or problems related to the home and its occupants.

The VDSS provides an Energy Assistance referral list twice yearly to the Department of Housing and Community Development (DHCD) for outreach activities by local weatherization agency projects.

The Virginia General Assembly passed and the Governor signed into law, House Bill 2473 on March 25, 2001 and House Bill 71, March 22, 2002. These laws created the Home Energy Assistance Program (HEAP).

2605(b)(5)

2605(b)(2)

2605(b)(8A)

→ The statute requires that there be no difference in the treatment of households eligible because of their income and those eligible because they receive benefits under TANF, Food Stamps, SSI, or certain means-tested veterans programs ("categorically eligible"). How do you ensure there is no difference when determining eligibility and benefit amounts? This applies to all components unless specifically noted below.

(benefit levels)

Any and all benefits are dependent upon need and availability of federal funds. Benefit levels for the Heating, Crisis, and Cooling components are based on the same criteria for all applicants. No distinction is made between types of eligible households.

For the LIHEAP Weatherization component, categorically eligible households that are common to both DOE weatherization and LIHEAP will receive the same consideration as income eligible households in determining when and what benefits can be provided. Weatherization measures undertaken are determined based on an inspection of the unit and the Program's installation standards - not on the household's income source.

statutory
references

HEATING COMPONENT

2605(b)(5) → Please check the variables you use to determine your benefit levels (check all that apply):

(determination
of benefits)

- ☒ income
- ☒ family (household) size
- ☒ home energy cost or need
 - ☒ fuel type
 - ☒ climate/region
 - ☐ individual bill
 - ☐ dwelling type
 - ☒ energy burden
(% of income spent on home energy)
 - ☐ energy need
 - ☒ other (describe)

Vulnerability Factors: elderly individuals aged 60 or older; disabled individuals; and young children under six years of age are awarded more points.

2605(b)(5) → Describe how you will assure that the highest benefits go to households
2605(c)(1)(B) with the lowest incomes and the highest energy costs or needs in relation
to income, taking into account family size.
(benefit levels) Please describe benefit levels or attach a copy of your payment matrix.

The EAP automated system will assign a number of points (see Attachment I) to each household which reflects the household's status with regard to the factors listed above. The more points attributed to a household the larger the benefit. The highest amount of assistance will be provided to those households having the highest energy costs and the lowest monthly income.

→ Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?

___ Yes ☒ No If Yes, please describe.

statutory
references

2605(b)(5)
2605(c)(1)(B)

COOLING COMPONENT

→ Please check the variables you use to determine your benefit levels (check all that apply):

(determination
of benefits)

- ☒ income
☐ family (household) size
☒ home energy cost or need
☐ fuel type
☐ climate/region
☐ individual bill
☐ dwelling type
☐ energy burden
(% of income spent on home energy)
☒ energy need
☒ other (describe)

Vulnerability Factors: The household must include one of the following: a person 60 years of age or older; a disabled individual; or a child under six years of age.

2605(b)(5)
2605(c)(1)(B)

(benefit
levels)

→ Describe how you will assure that the highest benefits will go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. Please describe benefit levels or attach a copy of your payment matrix.

Cooling Assistance recipients must meet the same income criteria as established for the Heating Assistance component. Benefits for Cooling Assistance will be determined based on need and will not exceed the current year maximum. Contracted vendors throughout the Commonwealth will provide services. The statewide maximum benefit for electricity payments will be based on available funding; households may be eligible and approved for payment of their bill up to the program maximum. Households with higher energy costs will receive a higher benefit.

→ Do you provide in-kind (e.g. fans) and/or other forms of benefits?

☐ Yes ☒ No If Yes, please describe.

statutory
references

2605(b)(5)
2605(c)(1)(B)

(determination
of benefits)

CRISIS COMPONENT

→ How do you handle crisis situations?

 X separate component other (please explain)

→ If you have a separate component, how do you determine crisis assistance benefits?

 X amount to resolve crisis, up to maximum

 other (please describe)

(benefit
levels)

→ Please indicate the maximum benefit for each type of crisis assistance offered.

heating \$ 2,500* maximum benefit

cooling maximum benefit

year-round maximum benefit

***\$2,500 is the cap for heating equipment repairs, purchases, replacements, and provision of supplemental equipment.**

→ Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

 Yes X No If Yes, please describe.

statutory
references

2605(b)(5)
2605(c)(1)
(B) & (D)

WEATHERIZATION & OTHER ENERGY RELATED HOME REPAIR AND IMPROVEMENTS

→ What LIHEAP weatherization services/materials do you provide?
(Check all categories that apply.)

(types of
assistance)

- ☒ Weatherization needs assessments/audits.
- ☒ Caulking, insulation, storm windows, etc.
- ☒ Furnace/heating system modifications/repairs
- ☒ Furnace replacement
- ☒ Cooling efficiency mods/repairs/replacement
- ☒ Other (Please describe)

Incidental repairs necessary to complete a weatherization measure i.e. roof repair or replacement; removal of health and safety hazards that are necessary to complete a weatherization measure (not to exceed the designated percentage of allocation) i.e. removal of knob and tube wiring or replacement of a combustion appliance. All weatherization services/materials provided must comply with the WAP Operations Manual Installation Standards.

(benefit
levels)

→ Do you have a maximum LIHEAP weatherization benefit/expenditure per household? ☒ Yes ☐ No

The Weatherization allocation is based on a weighted system, using the variables of heating degree days (climate), number of low-income households and size of the locality.

If Yes, what is the maximum amount? **\$6,500 per household**

(types of
rules)

→ Under what rules do you administer LIHEAP weatherization? (Check only one.)

- ☐ Entirely under LIHEAP (not DOE) rules
- ☐ Entirely under DOE LIWAP rules
- ☒ Mostly under LIHEAP rules with the following DOE LIWAP rule(s) where LIHEAP and LIWAP rules differ (Check all that apply):
 - ☒ Weatherize buildings if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days
 - ☐ Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).

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☒ Other (Please describe)

Weatherize buildings if 100% of units are eligible units or will become eligible in 180 days.

☐ Mostly under DOE LIWAP rules, with the following LIHEAP rule(s) where LIHEAP and LIWAP rules differ (Check all that apply.)

☐ Weatherization not subject to DOE LIWAP maximum statewide average cost per dwelling unit.

☒ Other (Please describe.)

Sub-grantees may go back to a home for no fault rework on a case by case basis with DHCD's prior written approval, i.e. required monitoring corrective actions and/or warranty issues.

2605(b)(6) The state or tribe administers LIHEAP through the following local agencies:

(agency designation)	<input checked="" type="checkbox"/> county welfare offices
	<input checked="" type="checkbox"/> community action agencies (weatherization component only)
	<input type="checkbox"/> community action agencies (heating, cooling or crisis)
	<input type="checkbox"/> charitable organizations
	<input type="checkbox"/> not applicable (i.e. state energy office)
	<input type="checkbox"/> tribal office
	<input type="checkbox"/> other, describe:

→ Have you changed local administering agencies from last year?

☐ Yes ☒ No

If Yes, please describe how you selected them.

→ What components are affected by the change?

2605(c)(1)(E) → Please describe any additional steps (other than those described elsewhere in this plan) that will be taken to target assistance to households with high home energy burdens. **(This applies to all components. If all steps to target households with high home energy burdens are described elsewhere in the plan, no further information is required here.)**

(targeting of
assistance)

No additional steps will be taken to target assistance households with high home energy burdens except in the Weatherization component. Household size, household income, household occupants and the condition of both the home and the heating system will be assessed in determining the energy burden.

statutory
references

2605(b)(7)
(energy
suppliers)

→ Do you make payments directly to home energy suppliers?

Heating ☒ Yes ☐ No

Cooling ☒ Yes ☐ No

Crisis ☒ Yes ☐ No

If Yes, are there exceptions? ☒ Yes ☐ No

If Yes, please describe.

The grantee also makes payments directly to eligible households under the following conditions: household's primary fuel type is wood or coal; fuel tank capacity less than 100 gallons; renters with heat/cooling included in the rent; households where no vendor contract for a specific fuel type exists for their locality; energy source can only be provided by a unique vendor and no vendor contracts exists (i.e., liquid propane, electricity or natural gas); an appeal decision requires it; the household picks up oil/kerosene from an island pump; and eligible households who have their utility payment automatically debited/withdrawn as verified.

2605(b)(7)(A)

→ If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

For households receiving direct payments, in addition to a check, the grantee mails a system generated Client Notice of Action indicating the benefit amount authorized. Then, at the end of each component, the grantee mails a system generated payment notice (Notice of Payments Made) to each eligible household. The payment notice lists payments made on behalf of the client for each component as well as any refunds and/or cancellations

2605(b)(7)
(B) & (C)

→ How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

Vendor agreements are used for all components. The grantee

identifies performance standards for energy suppliers in the Energy Assistance Vendor agreement (see Attachment II). In addition to adherence to the EAP Vendor Agreement, Energy Assistance vendors must comply with the requirements in the Commonwealth of Virginia's Vendor Manual. The state will seek correction of identified noncompliance or terminate the agreement.

DRAFT

statutory
references

2605(b)(8)(B)

➔ Is there any difference in the way owners and renters are treated? If Yes, please describe.

(owners
and
renters)

HEATING ASSISTANCE

 Yes X No

COOLING ASSISTANCE

 Yes X No

CRISIS ASSISTANCE

 Yes X No

Note: Replacement or purchase of heating equipment assistance is not provided to renters.

WEATHERIZATION

 X Yes No

Owners of rental property may be requested to make a match contribution. If a match contribution is refused, the local weatherization service provider may use their discretion to either reject or accept the application.

Renters who are income eligible are not required to make a match contribution.

statutory
references

2605(b)(10)

→How do you ensure good fiscal accounting and tracking of LIHEAP funds? (Please describe. Include a description of how you monitor fiscal activities.)

(program,
Fiscal
monitoring,
and audit)

The VDSS is responsible for monitoring expenditures for all components of the EAP. Funds for local administration are allocated at the beginning of each fiscal year. No local agency is reimbursed for administrative expenditures above the maximum amount allowed per state and federal regulations.

The VDSS monitors the DHCD reimbursement requests for weatherization expenditures to ensure that supporting documentation is available for review and to ensure that assistance and administrative expenditures are in compliance with state and federal regulations.

Two accounting and tracking systems, one by the program and one by the Department's Finance Division are maintained to track revenue and disbursements for all components of the program. These two accounting and tracking systems are reconciled with the State's financial accounting system.

→How do you monitor program activities? (Please be sure to include a description of how you monitor eligibility and benefit determination.)

Program activities will be monitored by the grantee. State staff monitors cases via the online "Pending" and "Unpaid" reports. A sampling of all case types will be randomly selected by the automated system. Case reading reviews will be conducted and findings submitted to management at the state level and local level. When necessary, LDSS will be required to develop and submit corrective action plans for errors detected. DHCD staff monitors approximately 5 percent of weatherization fieldwork and recipient files.

→How is your LIHEAP program audited?

Under the Single Audit Act? X Yes No

If not, please describe:

For States and Territories:

→Is there an annual audit of local administering agencies? X Yes No

If not, please explain.

statutory
references

2605(b)(12)

(timely and
meaningful
public
partici-
pation)

➔How did you get timely and meaningful public participation in the development of the plan? (Please describe.)

The grantee encourages public participation in the development of the state plan through: (1) input from LDSS and (2) a public hearing.

Notification of the LIHEAP public hearing was published in the legal notices section of the Richmond Times Dispatch and the Washington Post newspapers Sunday, August 4, 2013.

Notification of the LIHEAP public hearing was posted on the Commonwealth Calendar of Events located on the Official Commonwealth of Virginia Government website.

A broadcast was posted on SPARK, an internal website for LDSS, soliciting comments on a draft version of the LIHEAP state plan.

Public Hearing – The VDSS held a public hearing on Friday, August 9, 2013 from 9 am to 11 am in the 9th floor conference room of the VDSS office, located at 801 East Main Street, Richmond, VA.

2605(a)(2)

(public
hearings)

➔Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

 X Yes No

(Not required for Tribes and tribal organizations)

The VDSS held a public hearing on Friday, August 9, 2013 from 9 am to 11 am in the 9th floor conference room of the VDSS office, located at 801 East Main Street, Richmond, VA.

statutory
references

2605(b)(13)

→ Describe your fair hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

(fair
hearings)

All applicants for and recipients of Heating, Crisis and Cooling Assistance will be informed in writing, at the time of application of the right to a fair hearing, of the method by which a hearing may be obtained and of the right to be represented by others or to represent him/herself. Additionally, LDSS will inform all clients of the right to a fair hearing if s/he is dissatisfied with any action taken by the agency. Notification will occur via the following methods: applicants seen in person will be informed verbally and in writing via the EAP Fact Sheet and all applicants, whether seen or not, will be informed of the right to request a fair hearing in writing via the Client Notice of Action.

In addition to filing an appeal, the applicant has the right to request a conference with the LDSS to discuss the actions listed above or any action taken on their case/application. At this conference, the LDSS must provide the applicant with an explanation of the action taken. The applicant must also be given the opportunity to present an explanation and state why s/he disagrees with the LDSS action. At the conference, the applicant has the right to have his/her side presented by an authorized representative, such as a friend, relative or lawyer. Requesting a conference does not prevent the applicant from requesting a fair hearing. If a hearing is requested, a VDSS Hearings Officer will conduct the hearing and make a decision on the appeal. The appellant will be notified in writing of the hearings officer's decision within 60 days of the receipt of the appeal request.

→ Denials

An applicant for and/or recipient of Heating, Crisis and/or Cooling Assistance has the right to appeal and receive a fair hearing if the application or the right to make application is denied; the application is not approved or denied in a timely manner unless the delay was caused by the applicant's lack of cooperation in providing necessary and reasonable evidence, an approved case is closed and the household believes it should not have been; or for any action taken on the case/application for which s/he disagrees.

The Weatherization component's hearings process is the same for denials and applications not acted on in a timely manner. The local weatherization administrator develops procedures that are adopted by their Board of Directors. Typically, the procedures involve an opportunity to meet with the agency head and/or a representative group of the Board of Directors. Applicants are informed of the right to appeal an application denial or an untimely action on an application at the time the application is taken or denied. Files of denied applicants are monitored during the field/client file monitoring.

→ Applications Not Acted On In a Timely Manner

An applicant for and/or recipient of Heating, Crisis and/or Cooling Assistance has the right to appeal and receive a fair hearing if the application or the right to make application is denied; the application is not approved or denied in a timely manner unless the delay was caused by the applicant's lack of cooperation in providing necessary and reasonable evidence, an approved case is closed and the household believes it should not have been; or for any action taken on the case/application for which s/he disagrees.

The Weatherization component's hearings process is the same for denials and applications not acted on in a timely manner. The local weatherization administrator develops procedures that are adopted by their Board of Directors. Typically, the procedures involve an opportunity to meet with the agency head and/or a representative group of the Board of Directors. Applicants are informed of the right to appeal an application denial or an untimely action on an application at the time the application is taken or denied. Files of denied applicants are monitored during the field/client file monitoring.

statutory
references

2605(b)(15)

For States and Puerto Rico only (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

→ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

(alternate
outreach
and intake)

HEATING ASSISTANCE

☒ Yes ☐ No

If Yes, describe alternate process for outreach and intake:

See below.

COOLING ASSISTANCE

☒ Yes ☐ No

If Yes, describe alternate process for outreach and intake:

See below.

CRISIS ASSISTANCE

☒ Yes ☐ No

If Yes, describe alternate process for outreach and intake:

The Code of Virginia 63.2-100 designates energy assistance as “public assistance” which is administered by VDSS. These three LIHEAP components and the State’s “welfare programs” are administered through the same state agency, the VDSS. Administration is managed through 120 LDSS including a system of mail-in applications and access to applications through the Internet. The grantee will continue coordination with other social services organizations (e.g., Area Agencies on Aging and Community Action Agencies) throughout Virginia by supplying EAP information posters and EAP Fact Sheets.

The grantee will continue to administer the Weatherization component through the DHCD, who contracts with the local weatherization agency projects.

statutory
references

2605(b)(16)

→ Do you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

 X Yes No

If Yes, please describe these activities.

Energy savings and conservation tips are included in the mass mailing of pre-printed applications sent to over 170,000 households prior to the start of the heating application period.

The VDSS is evaluating additional educational and outreach activities to encourage households to reduce their home energy needs.

If Yes, how do you ensure that you don't use more than 5% (statutory ceiling) of your LIHEAP funds for these activities?

The grantee has established a separate cost code to monitor Assurance 16 expenditures.

statutory
references

2607A

(leveraging)

→ Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)*** Complete this entry if you plan to apply for LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2). Provide the following information for each:

- (1) Identify and described each resource/benefit;
- (2) Identify the source(s) of each resource; and
- (3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

1. Dominion Virginia Power Company – EnergyShare (Fuel Fund)

This program provides payments for heating and cooling assistance to eligible low-income households in addition to LIHEAP benefits. EAP provides technical assistance for planning and implementing the EnergyShare Program, and works side-by-side with the company in the formulation of policies, procedures, etc.

Intake is provided at LDSS and community agencies. Households must meet the state grantee LIHEAP income requirements and are assisted only after their LIHEAP benefits have been exhausted or if they were ineligible for LIHEAP.

Funding is provided through customer and company contributions. The utility company receives and disburses funds. All payments go directly to the household's energy vendor. Administrative expenses are borne by the utility company.

2. American Electric Power (AEP) – Neighbor-To-Neighbor (Fuel Fund)

Applicants must be current AEP customers in possession of a cutoff notice; income eligible for LIHEAP; and if approved for LIHEAP, have exhausted LIHEAP benefits. Funds come from customer and company contributions. The utility company deposits contributions and disburses supplemental assistance to eligible LIHEAP households.

The VDSS works with AEP on development of program policies

and promotion. Until last year, LDSS were used as intake and application processing sites; it is unclear at this point how many if any LDSS will continue to be intake sites.

3. Security Deposit Option Program (SDOP)

A joint project developed by the VDSS and Dominion Virginia Power, the Security Deposit Option Program allows individuals found eligible for payment of a security deposit through the Crisis and Cooling Assistance components to have the payment of the deposit waived by the utility company. The utility will consider the deposit paid although no dollars have been received. Over the years additional companies have elected to participate in the SDOP.

A written agreement between the participating companies and the VDSS specifies the criteria for the eligibility and defines the relationship between the cooperating members.

4. Joint Venture with the Virginia Department of Housing and Community Development

DHCD oversees the Weatherization Assistance Program and weatherization agencies in Virginia. The weatherization agencies are the sole source vendor for the LIHEAP Weatherization component. The cost of services may be supplemented by other funds received by DHCD; the source of supplemental funds may be state funds allocated to DHCD. Intake is provided by local weatherization agencies.

The VDSS and DHCD collaborate across programs to maximize available funding for eligible households. The VDSS makes referrals to the DHCD and provides a biennial referral list of EAP recipients to the DHCD.

5. Home Energy Assistance Fund - Home Energy Assistance Program (HEAP)

In 2002, the Virginia General Assembly established a special non-converting fund to support the efforts of public agencies, private utility service providers and charitable and community groups seeking to assist low-income Virginians in meeting their residential energy needs.

The fund consists of donations, contributions and moneys appropriated by the General Assembly. Interest earned on the

money shall remain and be credited to the fund. Contributions remaining in the fund at the end of each fiscal year will be carried over into the next year. The funds will be disbursed through the operations of the HEAP.

The VDSS has been designated as the lead agency in coordinating and administering all energy assistance efforts among state agencies and non- state organizations electing to participate in HEAP.

In January 2004, the Virginia state income tax form provided a check-off option for contributions to HEAP. The VDSS will continue to promote the income tax check-off box on behalf of the fund.

6. State General Funds

The VDSS has occasionally received state general funds to supplement LIHEAP funded Energy Assistance Program. Periodic receipt of state general funds may continue.

* Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.

statutory
references

2605(b)

→ Please describe performance goals and measures planned for the fiscal year. **(This entry is optional.)**

(performance)
goals and
measures)

The percent of households served through the EAP that include an elderly individual (age 60 and over) will be at least 33% annually.

DRAFT

ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- * **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. **(Tribes and tribal organizations are EXEMPT.)**
- * **Debarment and suspension certification**, which must be filed by all grantees.
- * **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here: _____
- * One of the requirements included in the 1994 reauthorization of the statute is that state grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.

All Tribes and those territories with allotments of less than \$200,000 need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060.
- * Though not a part of this application, the report on funds to be carried over or available for reallocation as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallocation report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallocation Report** is covered by OMB approval number 0970-0106.

Attachment I

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01/03

VOLUME IX, CHAPTER D, APPENDIX A, PAGE 1

CLIMATE ZONES

Western Piedmont

Albemarle	003	Patrick	141
Amherst	009	Pittsylvania	143
Appomattox	011		
Bedford	019		
Campbell	031		
Charlotte	037	Bedford City	515
Franklin	067	Charlottesville	540
Halifax	083	Danville	590
Henry	089	Lynchburg	680
Nelson	125	Martinsville	690

Northern

Arlington	013	Shenandoah	171
Clarke	043	Warren	187
Culpeper	047		
Fairfax	059		
Fauquier	061		
Frederick	069	Alexandria	510
Greene	079	Manassas	683
Loudoun	107	Manassas Park	685
Madison	113	Winchester	850
Orange	137		
Page	139		
Prince William	153		
Rappahannock	157		

Central Mountain

Alleghany	005	Clifton Forge	560
Augusta	015	Covington	580
Bath	017	Harrisonburg	660
Botetourt	023	Roanoke City	770
Craig	045	Staunton	790
Highland	091	Waynesboro	820
Roanoke County	161		
Rockbridge	163		
Rockingham	165		

01/03

VOLUME IX, CHAPTER D, APPENDIX A, PAGE 2

CLIMATE ZONES

Eastern Piedmont

Amelia	007	Colonial Heights	570
Brunswick	025	Fredericksburg	630
Buckingham	029	Petersburg	730
Caroline	033	Richmond City	760
Chesterfield	041		
Cumberland	049		
Dinwiddie	053		
Fluvanna	065		
Goochland	075		
Hanover	085		
Henrico	087		
Louisa	109		
Lunenburg	111		
Mecklenburg	117		
Nottoway	135		
Powhatan	145		
Prince Edward	147		
Spotsylvania	177		

Southwestern Mountain

Bland	021	Bristol City	520
Buchanan	027	Galax	640
Carroll	035	Norton	720
Dickenson	051		
Floyd	063		
Giles	071		
Grayson	077		
Lee	105		
Montgomery	121		
Pulaski	155		
Russell	067		
Scott	169		
Smyth	185		
Washington	191		
Wise	195		
Wythe	197		

CLIMATE ZONES

Tidewater

Accomack	001	Chesapeake	550
Charles City	036	Franklin City	620
Essex	057	Hampton	650
Gloucester	073	Hopewell	670
Greensville/Emporia	081	Newport News	700
Isle of Wight	093	Norfolk	710
James City	095	Portsmouth	740
King George	099	Suffolk	800
King and Queen	097	Virginia Beach	810
King William	101	Williamsburg	830
Lancaster	103		
Mathews	115		
Middlesex	119		
New Kent	127		
Northampton	131		
Northumberland	133		
Prince George	149		
Richmond County	159		
Southampton	175		
Stafford	179		
Surry	181		
Sussex	183		
Westmoreland	193		

BENEFIT DETERMINATION/POINT VALUES DETERMINATION

The values below remain constant from year to year.

HOUSEHOLD SIZE

<u>No. of Persons</u>	<u>Points</u>
6 or more	15
3 to 5	12
1 to 2	9

HOUSEHOLD INCOME

<u>Income as % of Max Level</u>	<u>Points</u>
0 to 19	25
20 to 29	20
30 to 39	18
40 to 49	15
50 to 59	13
60 to 69	10
70 to 79	8
80 to 89	5
90 to 94	3
95 to 100	1

Income levels based on 130% of the Poverty Income Guidelines are determined. The computer calculates the percentage of the maximum income level for the household's income to determine the point assignment.

CLIMATE ZONES

<u>Zone</u>	<u>Points</u>
Central Mountain	20
Southwestern Mountain	18
Northern	16
Western Piedmont	13
Eastern Piedmont	12
Tidewater	8

VULNERABILITY

<u>Condition</u>	<u>Points</u>
Elderly	20
Disabled	15
Child under 6	12

Points are not cumulative, but are assigned by the system for the one condition present in the household with the highest point value.

LIVING ARRANGEMENTS

Living arrangement codes A, C, E, G, and P have a point value of 20.

PRIMARY FUEL

The point value for primary fuel changes on a yearly basis. An annual survey of vendors is conducted to determine the current price per fuel type. Consumption data is obtained from a Cost and Consumption study conducted by Virginia Tech. Costs are then calculated and ranked in order. The highest cost fuel type is assigned 20 points. All other fuel types are assigned points based on the cost of the fuel type as a percentage of all fuel costs.

ENERGY BURDEN

The average fuel cost obtained from the annual survey will be divided by the income of the household to determine the household's energy burden. The point assignment based on percentage of energy burden, is as follows:

<u>Percentage</u>	<u>Points</u>
0 - 19	0
20 - 29	5
30 - 39	8
40 - 49	10
50 - 69	13
70 - 79	18
80 - 89	20
90 - 94	24
95 - 100	25

Attachment II

VIRGINIA ENERGY ASSISTANCE PROGRAM VENDOR AGREEMENT

This agreement is subject to the provisions of the Commonwealth of Virginia's General Terms and Conditions and the Vendor's Manual and any revisions thereto, which are hereby incorporated into this agreement in their entirety. A copy of the manual is available for review on the Internet at www.dgs.state.va.us.

In consideration for timely payments and authorizations that will be provided by the Virginia Department of Social Services (VDSS), for households found eligible for assistance through the Virginia Energy Assistance Program, the vendor agrees to these terms and conditions.

Program Description

The Energy Assistance Program assists low-income households in meeting their immediate home energy needs. To be eligible, households must have a heating or cooling expense and gross monthly income may not exceed 130 percent of the federal poverty level. Applications for fuel, crisis, and cooling assistance are accepted at the local departments of social services. The Energy Assistance Program contracts for three components, Fuel Assistance, Crisis Assistance, and Cooling Assistance.

The Fuel Assistance component provides assistance to eligible customers for primary home heat. The primary home heat may be a deliverable fuel (oil, kerosene, or propane), electricity, natural gas, wood, or coal.

The Crisis Assistance component provides assistance to eligible customers for heating emergencies. Assistance includes a one-time only heat security deposit, purchase of one portable heater for temporary use, purchase of home heating fuel, payment of heat utility bill, payment for emergency shelter, and/or repair/purchase of heating equipment.

The Cooling Assistance component provides assistance to eligible customers for the purchase or repair of cooling equipment and/or payment for electricity to operate cooling equipment. Assistance includes self pick-up of one portable fan, purchase and installation of one room size window air conditioner, repair of one central air conditioning unit or heat pump, a once-per-lifetime payment of an electric security deposit, purchase and installation of one ceiling, attic, or whole house fan, repair of ceiling, attic, or whole house fan, payment of electric bill to operate cooling equipment, and self pick-up and self-installation of one room size window air conditioner.

DSS Responsibilities

1. Determine customer eligibility.
2. Provide authorization for deliveries and services.
3. Make payments to vendors within 20 days after receipt of billing.

Vendor Responsibilities

1. Will not discriminate against or adversely treat any eligible household in regard to terms and conditions of sale, credit, delivery, or service.
2. Will comply with all billing instructions and guidelines provided by VDSS for each component.

3. Will bill for deliveries made or service rendered up to amount displayed on the customer credit authorization. Any additional costs will be charged to the customer household as agreed upon by vendor and household.
4. Will provide Crisis Assistance deliveries/services within 48 hours of receipt of authorization, or within 18 hours of receipt of authorization if life-threatening.
5. Will provide Fuel Assistance deliveries in accordance with vendor's delivery schedule but not more than 7 days after receipt of authorization.
6. Will provide Cooling Assistance installations within 7 days of receipt of authorization.
7. Will install heating and cooling equipment in accordance with manufacturer's guidelines or industry standards, and secure building or mechanical permit when required.
8. Will sell and install only UL approved or UL approved and AGA certified equipment.
9. Will not install unvented heating equipment.
10. Will provide a minimum warranty for all installations and repairs: 30 days for labor, 1 year for parts, and 2 years for burner, heat exchanger/combustion system, firebox, and/or air conditioner compressor/sealed system.
11. To the extent permitted by law, agrees to indemnify, defend, and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, equipment or services of any kind or nature furnished by the Vendor, provided that such liability is not attributed to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Vendor on the materials, goods, or equipment delivered.
12. Is regarded as an independent contractor and not as an agent or employee of the Commonwealth of Virginia or the Purchasing Agent. The vendor is responsible for all its own insurance and federal, state, local, and social security taxes.
13. Will not charge State sales tax for fuel or services. State Sales and Use of Tax Certificate of Exemption, Form ST-12, will be issued upon request.
14. Will maintain adequate records to assure billing is in accordance with the Energy Assistance billing instructions, and will retain all Energy Assistance records for three years. If audit questions are raised, records will be kept until questions are resolved.
15. Will provide VDSS a copy of the Employer Identification Number document or Social Security card which was issued to the vendor and which displays the number used by the Internal Revenue Service as the vendor's tax identification number.
16. Will allow VDSS representatives access to all books and records relating to Energy Assistance households for the purpose of compliance verification with this agreement.
17. Will provide, at no cost to VDSS or the household, annual consumption and cost data for eligible households if requested by or on behalf of VDSS.
18. Will credit payments redirected to the Internal Revenue Service to the customer(s) account(s).
19. Will refund, by check or money order, to VDSS any overpayments or payments that are received in error.
20. Will maintain a drug-free workplace for its employees and will include provisions for same in every subcontract or purchase over \$10,000 during the performance of this agreement.

Dates of Service

This agreement begins upon return receipt and remains in effect until terminated by either vendor or VDSS. Termination notice must be in writing and termination becomes effective ten days from date of notice.

RETURN THIS PAGE TO: DSS – Energy Assistance Program
P. O. Box 630
Richmond VA 23218-0630

Fuel/Crisis/Cooling Supplier/Vendor Agreement
Virginia Energy Assistance Program
FAX (804)726-7358

Vendor Trade Name	Vendor Legal Name (as used on Business Federal Tax Return)		
Type of Entity <input type="checkbox"/> Individual/Sole Proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Limited Liability Company <input type="checkbox"/> Government Entity	Taxpayer Identification Number (as used on Federal Tax Return) <input type="checkbox"/> Social Security Number (SSN) <input type="checkbox"/> Federal Employer ID Number (FEIN) <input type="checkbox"/> Taxpayer Individual Number (TIN) Taxpayer Identification		
Primary Contact Name	Primary Telephone ()	Fax ()	E-mail
Primary Mailing Address (Street or PO Box)	City	State	Zip
Payment/Check Contact Name , if different from above	Payment/Check Telephone , if different from above ()		
Payment/Check Address (Street or PO), if different	City	State	Zip

Services Provided (Check all your company will do)

FUEL ASSISTANCE

☐ Propane ☐ Dyed Kero ☐ Electricity
☐ Fuel Oil ☐ Clear Kero ☐ Natural Gas

CRISIS ASSISTANCE

☐ Emergency Fuel Delivery
☐ Emergency Lodging
☐ Security Deposit Option

☐ Sale of Portable Space Heater

☐ Sale and Installation of Heating/Supplemental Equipment
☐ Repair of Heating Equipment
☐ Security Deposit

COOLING ASSISTANCE

☐ Sale/Installation of Window AC
☐ Repair of Window AC
☐ Sale of Window AC/No Installation

☐ Sale/Installation of Fan
☐ Repair of Installed Fan
☐ Sale of Fan/No Installation

☐ Security Deposit
☐ Electric Utility
☐ Security Deposit Option

☐ Repair of Central AC or Heat Pump

Areas Served (Please circle all that your company will serve).

Counties of:

001 Accomack	075 Goochland	149 Prince George	560 Clifton Forge
003 Albemarle	077 Grayson	153 Prince William	570 Colonial Heights
005 Allegheny	079 Greene	155 Pulaski	580 Covington
007 Amelia	081 Greensville	157 Rappahannock	590 Danville
009 Amherst	083 Halifax	159 Richmond Co.	595 Emporia
011 Appomattox	085 Hanover	161 Roanoke Co.	600 Fairfax
013 Arlington	087 Henrico	163 Rockbridge	610 Falls Church
015 Augusta	089 Henry	165 Rockingham	620 Franklin
017 Bath	091 Highland	167 Russell	630 Fredericksburg
019 Bedford Co.	093 Isle of Wight	169 Scott	640 Galax
021 Bland	095 James City Co.	171 Shenandoah	650 Hampton
023 Botetourt	097 King and Queen	173 Smyth	660 Harrisonburg
025 Brunswick	099 King George	175 Southampton	670 Hopewell
027 Buchanan	101 King William	177 Spotsylvania	678 Lexington
029 Buckingham	103 Lancaster	179 Stafford	680 Lynchburg
031 Campbell	105 Lee	181 Surry	683 Manassas
033 Caroline	107 Loudoun	183 Sussex	685 Manassas Park
035 Carroll	109 Louisa	185 Tazewell	690 Martinsville
036 Charles City	111 Lunenburg	187 Warren	700 Newport News
037 Charlotte	113 Madison	191 Washington	710 Norfolk
041 Chesterfield	115 Mathews	193 Westmoreland	720 Norton
043 Clarke	117 Mecklenburg	195 Wise	730 Petersburg
045 Craig	119 Middlesex	197 Wythe	735 Poquoson
047 Culpeper	121 Montgomery	199 York	740 Portsmouth
049 Cumberland	125 Nelson		750 Radford
051 Dickenson	127 New Kent	Cities of:	760 Richmond
053 Dinwiddie	131 Northampton		770 Roanoke
057 Essex	133 Northumberland	510 Alexandria	775 Salem
059 Fairfax	135 Nottoway	515 Bedford	790 Staunton
061 Fauquier	137 Orange	520 Bristol	800 Suffolk
063 Floyd	139 Page	530 Buena Vista	810 Virginia Beach
065 Fluvanna	141 Patrick	540 Charlottesville	820 Waynesboro
067 Franklin Co.	143 Pittsylvania	550 Chesapeake	830 Williamsburg
069 Frederick	145 Powhatan		840 Winchester
071 Giles	147 Price Edward		
073 Gloucester			

Fuel/Crisis/Cooling Supplier/Authorized Vendor Signature

Date

032-03-0678-01-eng (4/07)